

NORTH WALES SAFEGUARDING BOARD



NORTH WALES SAFEGUARDING ADULTS BOARD

ANNUAL BUSINESS PLAN

2018/19

INTRODUCTION

North Wales Safeguarding Adults Board

I am pleased to introduce the annual work plan for the North Wales Safeguarding Adults Board (NWSAB). Regional Safeguarding Boards (of which NWSAB is one) were established under Part 7 of the Social Services and Well-being (Wales) Act 2014. The North Wales Safeguarding Adults Board serves the communities of Anglesey, Conwy, Denbighshire, Flintshire, Gwynedd and Wrexham.

The Social Services and Well-being (Wales) Act 2014 put safeguarding adults on a statutory footing from April 2016. The Act and associated Regulations introduced new arrangements for adults at risk to cover both preventing abuse and neglect occurring and responding once concerns are raised.

With this in mind, the North Wales Safeguarding Adults Board has adopted the key principles of the Act within its business planning.

These are:

- Supporting people who have care and support needs to achieve well-being.
- Ensuring people are given an equal say in the support they receive.
- Services will promote prevention of escalating need and ensure the right help is available at the right time.
- All of the bodies responsible for adult safeguarding need to work effectively with each other. (Part 7 of the Act – Working together to Safeguard People).

Neil Ayling

Chair – North Wales Safeguarding Adults Board.

Strategic Priorities

The following areas have been identified as being the strategic priorities for the Board for 2018/19:

1. **Improving Outcomes:**
To be assured that there is efficient, effective and coordinated responses to the identified needs of adults at risk and results in improved outcomes for them.
2. **Better Engagement:**
To demonstrate that the voice of service users is central to our work and that the views of adults at risk, their families and frontline practitioners inform practices and shape services.
3. **Increased Knowledge & Continuous Learning:**
To be assured that we know the adults who are most at risk in our region and effectively safeguard them. To continually develop and improve the way we work so that outcomes for adults at risk improve.
4. **Strong Leadership & Evidenced Compliance:**
To provide strategic leadership in relation to safeguarding
& to ensure that the North Wales Safeguarding Adults Board are able to demonstrate effectiveness in delivering against their statutory function.

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Outcome 1: Improving Outcomes:					
To be assured that there is efficient, effective and coordinated responses to the identified needs of adults at risk and results in improved outcomes for them.					
Ref	Actions	Resources & Lead	Measures	Outcomes	Progress
1a	Development of a risk register to ensure that NWSAB is made aware of any risks within and across services and is assured and updated on any action to be taken to minimise the risk.	NWSAB Board Members Business Unit	Risk register reviewed at every Board Meeting. Number of new risks added Number of risks closed	NWSAB are better informed of identified risk within and across services. Professionals are increasingly aware of critical factors in improving safeguarding in North Wales. Risk register is used to support statutory decision making, mitigating risks associated with for example; lack of clear statutory guidance and the transformation of services within and across partner organisations.	
1b	To share good practice with commissioned / contracted services/ third / private sector partners	NWSAB Delivery Groups	Feedback from commissioned / contracted services/ third / private sector partners	Improved and aligned practice within these sectors.	

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Outcome 1: Improving Outcomes:					
To be assured that there is efficient, effective and coordinated responses to the identified needs of adults at risk and results in improved outcomes for them.					
Ref	Actions	Resources & Lead	Measures	Outcomes	Progress
		Participation & Engagement Sub group			
1c	Raise the profile of / awareness of the need to safeguard vulnerable adults & empower vulnerable adults to safeguard themselves	NWSAB Business Unit Engagement & Participation Group	Service User engagement. Newsletter / email updates to staff Annual Conference. Website Development	Prompt identification of concerns to enable early intervention & prevention	
1d	Work with partners to ensure prevention & safeguarding are included in new and emerging models of service delivery (i.e. direct payments)	Business Unit, Delivery Groups	Number and type of Safeguarding referrals received.	Prevention and early intervention – promoting well-being and safety and acting before harm occurs	

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Outcome 2. Better Engagement:
 To demonstrate that the voice of service users is central to our work and that the views of adults at risk, their families and frontline practitioners inform practices and shape services

Ref		Resources & Lead	Measures	Outcomes	Progress
2a	Explore a range of approaches to achieve meaningful involvement of service users/carers to ensure Board activities are informed by the voice of service users and carers.	Joint NWSB Communication , Participation & Engagement Group	Evidence that feedback from services users has been considered in the planning and implementation review	Service user input will be reflected in agencies' policies, procedures, guidance and training.	
2b	Development of the NWSAB's communications plan and publicity material	Business Unit Communication Participation & Engagement Group	Develop multi-agency, publicity material on the awareness of all types of abuse, its impact and where to go for advice and support. Website development.	Improved identification and promotion of safeguarding to vulnerable groups. Better coordinated and targeted approach to areas of concern and priority	

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Outcome 3: Increased Knowledge & Continuous Learning:

To be assured that we know the adults who are most at risk in our region and effectively safeguard them. To continually develop and improve the way we work so that outcomes for adults at risk improve.

Ref	Actions	Resources & Lead	Measures	Outcomes	Progress
3a	To Respond to and implement action plans from the learning of APR's any high profile reviews such as national serious case reviews/practice reviews to identify, and monitor the implementation of changes that help to prevent similar abuse or neglect happening to others, ensuring the Board that partners have taken appropriate action to improve areas of concern.	NWSAB NWSAB APR Group Business Unit	Learning events. Practice guidance notes. Audits confirm learning has been embedded into practice Implementation of actions as set out in the action plan.	Learning outcomes are reflected in agencies policies, practice, training and guidance. Professionals are increasingly aware of identified learning to improve practice and critical factors in improving safeguarding in North Wales. Professionals are able to apply specific learning outcomes to the wider principles of safeguarding adults. Dissemination of learning and improved practice.	
3b	To develop a better understanding of how to deliver JIT training in adults	Joint Workforce Development & Training Group		The knowledge and appreciation of each working practices are realised for joint working and decision making.	

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Ref	Actions	Resources & Lead	Measures	Outcomes	Progress
3c	To share good practice with commissioned / contracted services/ third / private sector partners	NWSAB Delivery Groups Participation & Engagement Sub group	Feedback from commissioned / contracted services/ third / private sector partners	Improved and aligned practice within these sectors.	
3d	Continued development of Adult Protection pages and resources on the North Wales Safeguarding Boards' website	Business Unit	Increased website activity and searches	Increased awareness and resources/information for Professionals, and the Public around Adult Protection and what to do if you have a concern.	

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Outcome 4: Strong Leadership & Evidenced Compliance:					
To provide strategic leadership in relation to safeguarding & to ensure that the North Wales Safeguarding Adults Board are able to demonstrate effectiveness in delivering against their statutory functions					
Ref	Actions	Resources & Lead	Measures	Outcomes	Progress
4a	Continued development of a NWSAB Performance Management Framework (PMF) which includes an agreed multi-agency data set and self-assessment framework	NWSAB Policy & Procedure Group/Business Unit	Self-Assessment and Performance Management Framework	Agreed measures and data to identify emerging trends and themes to inform areas for improvement or future analysis.	
4b	Develop a robust system of challenge, and culture of acceptance, to respond positively.	NWSAB NWSB Business Manager	Partner contribution reports to the Board.	Safeguarding arrangements across North Wales are improved.	
4c	Ensure that learning and improvement have been embedded into practice	Business Unit/ Local Delivery Groups	Audits confirm learning has been embedded into practice	Improved and aligned practice within these sectors.	
4d	Establish clear lines of accountability and reporting mechanisms between the Safeguarding Boards (Children & Adults), Public Service Boards , Area Planning Boards, Safer Communities, VAWDASV Group etc.	Business Unit	Robust reporting arrangements Success of National Safeguarding Week.	Increased dovetailing leading to improved outcomes for individuals in need of care and support.	

APPENDIX 1:

Summary of Improvement for NWSAB 2018/19

The NWSAB will focus on the following 3 objectives during 2018/19 alongside its strategic priorities and core business.

1. The NWSAB and subgroups continue to evolve to ensure effectiveness.
2. How the NWSAB collaborates with other Boards, Partnerships, and persons/bodies in its activities
3. How the NWSAB proactively engages with Adults and their carers to ensure that they are given the opportunity to participate.

NORTH WALES SAFEGUARDING BOARD

Improvement 1: The NWSAB and subgroups continue to evolve to ensure effectiveness.

Summary of Improvements:

1. Governance needs to enable effective challenge.
2. NWSAB holds partners to account for the effectiveness of their safeguarding arrangements.
3. Improved accountability and transparent decision making.
4. NWSAB drives improvements in practice and safeguarding systems.

Priority Area	What needs to improve?	What do we need to do?	Who is responsible	How will we measure success?
Governance needs to enable effective challenge.	<p>Appropriately designated members who are able to consistently attend and contribute to the work of NWSAB.</p> <p>They are expected to be able to:</p> <ul style="list-style-type: none"> •speak for their organisation with authority; •commit their organisation on policy and practice matters; •hold their organisation to account. 	<p>Review Terms of Reference (ToR)</p> <p>Roles/Responsibilities' documentation to be produced to emphasise the responsibilities of members to challenge, and clear reporting pathways.</p>	NWSAB	Via Annual Partner Agency reports - tangible Improvements & Progress on the strategic priorities.
NWSAB holds partners to account for the effectiveness of their safeguarding arrangements.	The NWSAB needs to further refine and improve the degree of challenge and specify the responsibility of members to challenge and hold each other to account.	Develop a robust system of challenge, a culture of acceptance, and to respond positively.	NWSAB NWSB Business Manager	Partner contribution reports to the Board.
Improved accountability and transparent decision making.	To be prepared to respond positively to challenge.	A risk register should be maintained to monitor risks, capture actions and offer an audit trail for future decision and action	Chair NWSAB	Use of Independent Members as 'critical friends'.

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Improvement 1: The NWSAB and subgroups continue to evolve to ensure effectiveness.

Summary of Improvements:
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 3. Improved accountability and transparent decision making.
 4. NWSAB drives improvements in practice and safeguarding systems.

Priority Area	What needs to improve?	What do we need to do?	Who is responsible	How will we measure success?
	<p>Partner Reports need to become more robust with clear indicators of risks and issues.</p> <p>NWSAB needs to understand its level of effectiveness against set standards in order to identify areas for improvement.</p>	<p>Hold an annual SAIT event to assess the board's effectiveness and ongoing improvements</p>	<p>Business Manager</p>	<p>Compliance with section 137 requests for information.</p> <p>Reports to the Board outline effectiveness against the work plan and business plan.</p>
<p>NWSAB drives improvements in practice and safeguarding systems</p>	<p>Improve the mechanisms for sharing learning.</p> <p>Ensure that learning and improvement have been embedded</p>	<p>NWSAB will assist with multi-agency learning in respect of any reviews within its Board area and also in relation to Tawelfan will work in partnership with the Independent Oversight Panel in this work.</p> <p>Audit programme to include re auditing of previous learning</p>	<p>NWSAB</p> <p>APR Group</p> <p>Business Unit.</p>	

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Improvement 2 : How the NWSAB collaborates with other Boards, Partnerships, persons/bodies in its activities

Summary of Required Improvement :

1. Develop arrangements between statutory and non-statutory partnerships locally, regionally and nationally to ensure safeguarding governance and accountability
2. Improve links and working arrangements with the North Wales Safeguarding Children’s Board to improve a holistic approach to safeguarding individuals
3. Establish links with the National Independent Safeguarding Board and improve links with other regional Safeguarding Board to share good practice, areas for learning and improvement and contribute to consistent safeguarding approaches to safeguarding across Wales

Priority Area	What needs to improve?	What do we need to do?	Who is responsible	How will we measure success?
Develop arrangements between statutory and non-statutory partnerships locally, regionally and nationally to ensure safeguarding governance and accountability	The NWSAB is a statutory board and should seek assurance on the work of all the other partnerships and groups.	Establish clear lines of accountability and reporting mechanisms between the Safeguarding Board, Public Service Boards ,Area Planning Boards, Safer Communities Boards/Partnerships, Human Trafficking Cohesion	Chair/Business Manager	Coherent understanding of the safeguarding activity of each partnership Decrease in duplication Ability to influence safeguarding agendas
Improve links and working arrangements with the North Wales Safeguarding Children’s Board to improve a holistic approach to safeguarding individuals	TOR for the Boards needs to be aligned. Highlighting reports and updates from each board should be provided Share Relevant Strategic Priorities – for example Self-Neglect.	The Board to clarify what it hopes to achieve from this relationship and put a strategy in place with the agreed aim in mind	Business Manager	TOR reflecting the SSWB Act. Members are aware of the work undertaken across children and adults.

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Improvement 2 : How the NWSAB collaborates with other Boards, Partnerships, persons/bodies in its activities				
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Priority Area	What needs to improve?	What do we need to do?	Who is responsible	How will we measure success?
				Increased dovetailing leading to improved outcomes for individuals in need of care and support.
Establish links with other regional Safeguarding Board to share good practice, areas for learning and improvement and contribute to consistent safeguarding approaches to safeguarding across Wales	<p>Business Units across Wales meet quarterly. To include other staff as well as the Business Managers</p> <p>Sharing of documents and templates and good practice across Wales</p>	Work towards development of shared documentation and reporting framework	Business Managers	<p>Robust reporting arrangements</p> <p>Success of National Safeguarding Week.</p>

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Improvement 3: How the NWSAB proactively engages with Adults and their carers to ensure that they are given the opportunity to participate.

Summary of Required Improvements :

1. Individuals affected by the exercise of the NWSAB's function be given the opportunity to participate in the Board's work

Priority Area	What needs to improve	What do we need to do	Who is responsible	How will we measure success
<p>Adults affected by the exercise of the NWSAB's function be given the opportunity to participate in the Board's work</p>	<p>At least once a year Safeguarding Boards must give Adults the opportunity to participate in one or more events of the board's work.</p>	<p>Look to develop a feedback protocol that workers could use with Adults subject to adult protection plans.</p> <p>Feedback can be achieved by linking into already established service user forums for example, substance misuse, LD etc.</p> <p>Capture the views of vulnerable people and adults at risk automatically rather than as an afterthought</p> <p>Develop an evaluation process to ensure that the feedback received is meaningful.</p> <p>Invite Adults to participate in a Safeguarding Week event, with an opportunity to obtain their views.</p>	<p>NWSAB</p>	<p>Number of adults and vulnerable people participating in the work of the Board.</p> <p>Nature of that participation</p> <p>Evaluation of activities</p> <p>Feedback received</p>

NORTH WALES SAFEGUARDING BOARD

Membership of the North Wales Safeguarding Adults Board

Member	Agency
Neil Ayling (Chair)	Flintshire County Council
Michelle Denwood (Vice Chair)	Betsi Cadwaladr University Health Board
Gareth Evans	North Wales Police
Jenny Williams	Conwy County Borough Council
Judith Magaw	Community Rehabilitation Company
Catrin Thomas	Wales Probation Service
Awen Morwena Edwards	Gwynedd Council
Janet Hughes (Legal)	Conwy County Borough Council
Gill Harris	Betsi Cadwaladr University Health Board
Charlotte Walton	Wrexham County Borough Council
Jane Davies	Flintshire County Council
Phil Gilroy	Denbighshire County Council
Alwyn Jones	Isle of Anglesey Council
Kate Devonport	Conwy County Borough Council
Aled Davies	Gwynedd Council
Tim Owen	North Wales Fire & Rescue Service
Mary Wimbury	Care Forum Wales
Nicola Stubbins	Denbighshire County Council
Nikki Harvey	Welsh Ambulance Service NHS Trust
Eleri Lloyd Burns	Public Health Wales
Francine Salem	Wrexham Borough Council
Angela Firmin	HMP Berwyn
Caroline Turner	Isle of Anglesey Council
Tim Griffith	Welsh Ambulance Service NHS Trust

NORTH WALES SAFEGUARDING BOARD

Income/Expenditure projected to end March 2018

	Expenditure to end Dec 17	Total Estimated Forecast to end March 2018
Staffing		
Staffing	£95,901.55.	£123,275.10
Travel	£2,496.11	£2,300.00
Subtotal	£98,397.66	£125,575.10
Supplies & Services		
Subtotal	£53,173.26	£55,173.26
Work Areas		
Subtotal	£6,500.00	£8,500.00
SUBTOTAL STAFF, COSTS & PLANNED SCHEME COSTS	£158,070.92	£189,248.36
FUNDING STREAMS		
Partner Contributions 2017-2018	-£218,568.53	
WAG contribution to Safeguarding Week	-£2,000.00	
TOTAL	-£220,568.53	£189,248.36